

## Person Specification – Business Manager

The person specification details the knowledge (including necessary qualifications) skills and abilities, experience and aptitudes required to do the job, specifying which are essential and which are desirable.

		Essential	Desirable
E1	Educated to a minimum of Degree Level	✓	
E2	5 years previous experience of strategic management and managing teams.	✓	
E3	Demonstrable experience of business operation requirements.		
E4	Outstanding organisational and time management skills.	✓	
E5	Knowledge of best practice in management and leadership skills and approaches.	✓	
E6	Demonstrable experience in managing the delivery of direct services, including staff, financial and resource management.	✓	
E7	A Problem-solving mindset.		
E8	COVID-19 – an understanding of the need to respond effectively within services to the changing challenges of working during this time of a national pandemic and the resilience to carry this through and support the Crossroads staffing team.	✓	
E9	Management experience at a strategic level, including developing and implementing strategic plans.	✓	
E10	Ability to manage resources, information, and quality.	✓	
E11	Experience of developing and overseeing systems and processes.	✓	
E12	Experience of project planning, funding, and evaluation.	✓	
E13	Ability to develop outcome-focused monitoring and evaluation frameworks to support concise reporting.	✓	
E14	Budget management skills.	✓	
E15	Ability to work creatively and innovatively to develop services and supporting systems responsive to client's needs.	✓	
E16	Excellent communication skills (written, verbal and presentation).	✓	
E17	Experience of working effectively with a wide range of agencies and partners at strategic level.	✓	
E18	Ability to negotiate, influence and develop effective partnership relationships at all levels.	✓	
E19	An approach to work which is positive, flexible and solution focused with the ability to balance competing priorities.	✓	
E20	Commitment to Continuing Professional Development to meet the ongoing needs and sustainability of the business and the changing landscape of social care.	✓	
E21	Willingness to work occasional unsociable hours.	✓	
D1	Educated to Post Grad qualification		✓
D2	Knowledge of the Health and Social Care Sector and/or Third Sector		✓
D3	Relevant qualification within the following areas: Social Services, Health and Social Care and Care Services Leadership and Management.		✓
D4	Previous experiencing of sourcing and implementing software packages to promote streamlining and efficiency.		
D5	Experience of securing and managing grants, contracts, or tenders.		✓
D6	Knowledge of legislation and good practice relating to data protection.		✓
D7	Knowledge of good practice in HR.		✓
D8	Have a working knowledge of the Care Inspectorate and the SSSC Codes of Practice.		✓
D9	Marketing and promotional experience.		✓